

Questions to Diagnose Performance Reflection

Clarifying Expectations:

Have you clearly communicated the desired level of performance and the current gap? How and when?

Are there consequences for not meeting the desired level of performance? What are they? How would the employee know these consequences?

What kind of coaching has already been provided? When?

Understanding Skill Level:

What kind of training have they already received? When was this provided?

Have they ever performed the skills at the desired level of performance? When? What were the circumstances surrounding their success? (environment, time, etc.)

If so, what might have changed and be contributing to the current performance?

Identifying Potential Obstacles:

Are there barriers that may be impacting performance? System issues? Processes and procedures? Equipment?

Is there anything else in the work environment influencing their performance?

Next Steps:

Based on your reflection, what are the best next steps for you to take?
